

AMENDMENTSIn the Claims

1. – 22. Cancelled.

23. **(Currently Amended)** An apparatus comprising:

a communication server configured to

communicate with a communication channel by virtue of being configured to

process an incoming communication received from the communication

channel via a channel driver communicatively coupled to the

communication channel, wherein

the channel driver is configured according to **[[the]] a** media type

of the communication channel,

the media type of the communication channel is one of a plurality

of media types, and

the channel driver is configured to communicate with any **one** of

the media types; and

cause an outgoing communication to be sent to the communication

channel, wherein

the communication server is further configured to communicate

independently of **[[a]] the** media type of the

communication channel by virtue of being configured to

[[use]] communicate with the communications channel

via the channel driver.

24. **(Previously Presented)** The apparatus of claim 23 wherein
the channel driver is further configured to

provide an event when the incoming communication is received from the
communication channel; and

issue a command to the communication channel, wherein the command is the
outgoing communication, the issuing being according to the media type of
the communication channel;

and wherein

the communication server is further configured to obtain the event provided by
the channel driver; and

the communication server being configured to cause the outgoing communication
to be sent further comprises the communication server being configured to
cause the channel driver to issue the command.

25. (Previously Presented) The apparatus of claim 24 further comprising:

a user interface comprising a user interface object configured to be activated, wherein the
communication server is configured to cause the channel driver to issue the
command upon activation of the user interface object.

26. (Previously Presented) The apparatus of claim 25 wherein

the communication server is further configured to receive the activation of the user
interface object.

27. (Previously Presented) The apparatus of claim 25 wherein

the communication server is further configured to provide a notification of the event via
the user interface.

28. (Previously Presented) The apparatus of claim 25 wherein

the communication server is further configured to
determine an agent to be notified of the event; and
provide a notification of the event to the agent via the user interface.

29. (Previously Presented) The apparatus of claim 25 further comprising:

a connection between the user interface and the communication channel.

30. (Previously Presented) The apparatus of claim 29 wherein the connection comprises:

a first sub-connection between the user interface and the communication server;
a second sub-connection between the communication server and the channel driver; and
a third sub-connection between the channel driver and the communication channel;
and wherein

the communication server is further configured to use the first and second sub-

connections to cause the channel driver to issue the command; and the channel driver is further configured to use the third sub-connection to issue the command.

31. (Previously Presented) The apparatus of claim 25, further comprising:
a database comprising:

an event table comprising information regarding the event;
a command table comprising information regarding the command; and
a user interface object table comprising information regarding the user interface object.

32. (Previously Presented) The apparatus of claim 31 wherein
the communication server being configured to process the event comprises further being
configured to access the event table; and
the communication server being configured to cause the channel driver to issue the
command comprises being further configured to access the command table and
the user interface object table to cause the channel driver to issue the command,
wherein
command data in the command table and user interface object data in the user
interface object table are used to cause the channel driver to issue the
command.

33. (Previously Presented) The apparatus of claim 31 wherein
the communication server is further configured to
obtain the event provided by the channel driver; and
perform an event response;
and
the database further comprises:
an event response table comprising information regarding the event response to be
performed upon obtaining the event.

34. (Previously Presented) The apparatus of claim 31 wherein
the communication server is further configured to
determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

35. (Previously Presented) The apparatus of claim 34 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

36. (Previously Presented) The apparatus of claim 24 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

37. (**Currently Amended**) A method comprising:

receiving an event via a channel driver, wherein

the channel driver is communicatively coupled to a communication channel,
wherein

the event is communicated according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types; and

providing a notification of the event via a user interface, wherein

the notification is provided by a communication server,

the communication server is independent of the media type of the communication channel by virtue of being configured to **[[use]] communicate with the communications channel via** the channel driver ~~to communicate with the communication channel~~,

the media type of the communication channel is one of a plurality of media types,

and

the channel driver is configured to communicate with any one of the media types.

38. (Previously Presented) The method of claim 37 further comprising:
obtaining an activation of a user interface object from the user interface, wherein the
activation is associated with a command; and
issuing the command via the channel driver to the communication channel, wherein the
issuing the command communicates according to the media type.

39. (Previously Presented) The method of claim 37 further comprising:
determining an agent to be notified of the event;
and wherein
the providing the notification comprises providing the notification to the agent via the
user interface.

40. (Previously Presented) The method of claim 37 wherein
the event corresponds to a work item; and
the providing the notification of the event comprises providing a notification of the work
item.

41. (Previously Presented) The method of claim 37 further comprising:
establishing a connection between the user interface and the communication channel;
and wherein
the providing the notification is performed via the connection.

42. (**Currently Amended**) A method for communicating using a communication channel
comprising:

issuing a command to the communication channel, wherein
the issuing the command is performed by a channel driver,
the channel driver is configured to communicate with the communication channel
according to ~~[[the]]~~ a media type of the communication channel,
the media type of the communication channel is one of a plurality of media types,
and

the channel driver is configured to communicate with any one of the media types.

43. (Previously Presented) The method of claim 42 further comprising:
determining the command upon receiving an activation of a user interface object of a user interface.

44. **(Currently Amended)** A method comprising:
receiving an event from a communication channel, wherein
the receiving is performed by a channel driver,
the channel driver is configured to communicate with the communication channel
according to a media type of the communication channel,
the media type of the communication channel is one of a plurality of media types,
and
the channel driver is configured to communicate with any one of the media types;
accessing a database to determine an event response to in response to the receiving of the
event, wherein
the accessing is performed by a communication server,
the communication server is configured to operate independently of the media
type by virtue of being configured to **[[use]] receive the event from the
communications channel via the channel driver ~~to receive the event
from the communication channel~~**; and
performing the event response under **[[the]]** control of the communication server.

45. **(Currently Amended)** A computer system comprising:
a processor;
a display, coupled to the processor;
computer readable medium coupled to the processor; and
computer instructions, encoded in the computer readable medium, the computer
instructions comprising:
a communication server, wherein
the communication server is configured to allow the processor to
communicate with a communication channel, by virtue of the

communication server comprising:
incoming instructions configured to process an incoming
communication received from the communication channel,
wherein
the incoming communication is received via a channel
driver,
the channel driver is configured to provide communication
between the communication server and the
communication channel according to a media type
of the communication channel,
the media type of the communication channel is one of a
plurality of media types, and
the channel driver is configured to communicate with any
one of the media types; and
outgoing instructions configured to cause an outgoing
communication to be sent to the communication channel,
wherein
the incoming instructions are configured to communicate
independently of the media type of the
communication channel by virtue of being
configured to use the channel driver to allow the
communication server to communicate with the
communication channel, and
the outgoing instructions are configured to communicate
independently of ~~the~~ **the** media type of the
communication channel by virtue of being
configured to ~~use~~ **communicate with the**
communications channel via the channel driver to
allow the communication server to communicate
with the communication channel.

46. (Previously Presented) The computer system of claim 45 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and
issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions; and
the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command.

47. (Previously Presented) The computer system of claim 46 wherein the computer instructions further comprise:

user interface instructions, wherein

the user interface instructions are configured to provide a user interface presented on the display,
the user interface comprises a user interface object configured to be activated, and
the causing instructions are configured to cause the issuing instructions to issue the command upon activation of the user interface object.

48. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

49. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

50. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises:

agent determining instructions to determine an agent to be notified of the event;
and
notifying instructions to provide a notification of the event to the agent via the user interface.

51. (Previously Presented) The computer system of claim 47 wherein the computer instructions further comprise:
connection instructions for establishing a connection between the user interface and the communication channel.

52. (Previously Presented) The computer system of claim 51 wherein the connection instructions comprise:
first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;
second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and
third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;
and wherein
the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and
the channel driver uses the third sub-connection to issue the command.

53. (Previously Presented) The computer system of claim 52, wherein the first sub-connection comprises:
a web connection between the user interface and a web server; and
an interprocess connection between the web server and the communication server.

54. (Previously Presented) The computer system of claim 47, further comprising:
a database stored in the computer readable medium comprising:
an event table comprising information regarding the event;
a command table comprising information regarding the command; and
a user interface object table comprising information regarding the user interface object.

55. (Previously Presented) The computer system of claim 54 wherein the event providing instructions comprise event table accessing instructions to access the event table, wherein event data in the event table is used to provide the event; and the causing instructions comprise: command table accessing instructions to access the command table; and user interface object table accessing instructions to access the user interface object table, wherein command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

56. (Previously Presented) The computer system of claim 54 wherein the communication server further comprises: event obtaining instructions to obtain the event provided by the event providing instructions; and event response performing instructions to perform an event response; and the database further comprises: an event response table comprising information regarding the event response to be performed upon obtaining the event.

57. (Previously Presented) The computer system of claim 54 wherein the communication server further comprises: configuration determining instructions to determine a configuration for an agent using the user interface; and wherein the database further comprises: an agent configuration table comprising information regarding the configuration to which the agent belongs.

58. (Previously Presented) The computer system of claim 57 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

59. (Previously Presented) The computer system of claim 46 wherein
the communication channel is one communication channel of a plurality of
communication channels;
the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a
corresponding channel driver of the channel drivers.

60. (**Currently Amended**) A computer system to communicate using a communication
channel comprising:

a processor;
a display, coupled to the processor;
computer readable medium coupled to the processor; and
computer instructions, encoded in the computer readable medium, the computer
instructions comprising:
receiving instructions, wherein

a channel driver comprises the receiving instructions,

the receiving instructions are configured to receive an event from the
communication channel,

the receiving instructions are configured to communicate according to a
media type of the communication channel,

the media type of the communication channel is one of a plurality of
media types, and

the channel driver is configured to communicate with any **one** of the
media types; and

notifying instructions, wherein

a communication server comprises the notifying instructions,

the notifying instructions are configured to provide a notification of the
event via a user interface presented on the display,

the user interface is coupled to the communication server, and

the notifying instructions communicate independently of the media type of the communication channel by virtue of being configured to obtain the event via the receiving instructions.

61. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein the activation is associated with a command; and
issuing instructions to issue the command to the communication channel, wherein the issuing the command communicates according to the media type.

62. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

agent determining instructions to determine an agent to be notified of the event;
and wherein

the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface.

63. (Previously Presented) The computer system of claim 60 wherein
the event corresponds to a work item; and

the providing instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

64. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

connection instructions to establish a connection between the user interface and the communication channel;

and wherein

the notifying instructions use the connection to provide the notification.

65. (**Currently Amended**) A computer system to communicate using a communication channel comprising:

a processor;

a display, coupled to the processor;
computer readable medium coupled to the processor; and
computer instructions, encoded in the computer readable medium, the computer instructions comprising:
issuing instructions configured to issue a command to the communication channel, wherein
the issuing instructions are configured to use a channel driver,
the channel driver is configured to communicate according to ~~[[the]]~~ a media type of the communication channel,
the media type of the communication channel is one of a plurality of media types, and
the channel driver is configured to communicate with any one of the media types.

66. (Previously Presented) The computer system of claim 65 wherein the computer instructions further comprise:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface presented on the display, wherein the command determining instructions communicate independently of the media type by virtue of being configured to use the issuing instructions to issue the command.

67. **(Currently Amended)** A computer system comprising:

a processor;
computer readable medium coupled to the processor; and
computer instructions, encoded in the computer readable medium, the computer instructions comprising:
receiving instructions to receive an event from a communication channel,
a channel driver comprises the receiving instructions ~~is performed via~~
~~a channel driver~~,
the channel driver is configured to communicate with the communication channel according to a media type of the communication channel,

the media type of the communication channel is one of a plurality of media types, and
the channel driver is configured to communicate with any one of the media types;
accessing instructions to access a database to determine an event response to the receiving of the event, wherein
a communication server comprises the accessing instructions, and
the communication server is configured to operate independently of
the media type by virtue of being configured to receive the
event from the communications channel via the channel driver;
and
event response performing instructions to perform the event response, wherein
the communication server further comprises the event response
performing instructions, and
the event response performing instructions ~~operating~~ are configured to
operate independently of the media type.

68. (Currently Amended) A computer program product comprising:
a communication server configured to allow a processor to communicate with a communication channel, by virtue of the communication server comprising:
incoming instructions, wherein
the incoming instructions are configured to process an incoming communication received from the communication channel via a channel driver,
the incoming communication is received via the channel driver,
the channel driver is configured to provide communication between the communication server and the communication channel according to a media type of the communication channel, and
the media type of the communication channel is one of a plurality of media types; and
outgoing instructions, wherein
the outgoing instructions are configured to cause an outgoing

communication to be sent to the communication channel,
the incoming instructions are configured to communicate independently of
the media type of the communication channel by virtue of being
configured to use the channel driver to communicate with the
communication channel, and
the outgoing instructions are configured to communicate independently of
the media type of the communication channel by virtue of being
configured to **[[use]] communicate with the communications
channel via** the channel driver ~~to communicate with the
communication channel~~; and
a computer readable **storage** medium to store the communication server.

69. **(Currently Amended)** The computer program product of claim 68 wherein the
channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication
is received from the communication channel, wherein the event obtaining
instructions communicate according to the media type; and
issuing instructions to issue a command to the communication channel, wherein
the command is the outgoing communication and the issuing instructions
communicate according to the media type;
and wherein
the incoming instructions further comprise event providing instructions to provide
the event obtained by the event obtaining instructions;
the outgoing instructions further comprise causing instructions to cause the
issuing instructions to issue the command; and
the computer readable **storage** medium further stores the channel driver.

70. **(Currently Amended)** The computer program product of claim 69 further
comprising:

user interface instructions to provide a user interface presented on the display, the user
interface comprising a user interface object configured to be activated, wherein
the causing instructions cause the issuing instructions to issue the command upon

activation of the user interface object;
and wherein

the computer readable storage medium further stores the user interface instructions.

71. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

72. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

73. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises:
agent determining instructions to determine an agent to be notified of the event;
and
notifying instructions to provide a notification of the event to the agent via the user interface.

74. (**Currently Amended**) The computer program product of claim 70 further comprising:
connection instructions for establishing a connection between the user interface and the communication channel;
and wherein
the computer readable storage medium further stores the connection instructions.

75. (Previously Presented) The computer program product of claim 74 wherein the connection instructions comprise:
first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;
second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and
the channel driver uses the third sub-connection to issue the command.

76. (Previously Presented) The computer program product of claim 75, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and
an interprocess connection between the web server and the communication server.

77. (Previously Presented) The computer program product of claim 70 further comprising:

a database stored in the computer readable medium comprising:

an event table comprising information regarding the event;
a command table comprising information regarding the command; and
a user interface object table comprising information regarding the user interface object.

78. (Previously Presented) The computer program product of claim 76 wherein the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and
the causing instructions comprise:
command table accessing instructions to access the command table; and
user interface object table accessing instructions to access the user interface object table, wherein
command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

79. (Previously Presented) The computer program product of claim 76 wherein the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and
event response performing instructions to perform an event response;
and
the database further comprises:
an event response table comprising information regarding the event response to be performed upon obtaining the event.

80. (Previously Presented) The computer program product of claim 76 wherein the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;
and wherein
the database further comprises:
an agent configuration table comprising information regarding the configuration to which the agent belongs.

81. (Previously Presented) The computer program product of claim 80 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

82. (Previously Presented) The computer program product of claim 69 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

83. (**Currently Amended**) A computer program product to communicate using a communication channel, the computer program product comprising:

receiving instructions configured to receive an event from the communication channel,
wherein

a channel driver comprises the receiving instructions,

the receiving instructions comprise a channel driver,
the channel driver is configured to communicate with the communication channel
according to a media type of the communication channel, and
the media type of the communication channel is one of a plurality of media types;
notifying instructions configured to provide a notification of the event via a user
interface, wherein

a communication server comprises the notifying instructions,

the notifying instructions are configured to communicate independently of the
media type of the communication channel by virtue of being configured to
[[use]] **communicate with the communications channel via** the channel
driver ~~to communicate with the communication channel~~; and
a computer readable **storage** medium to store the receiving instructions and the notifying
instructions.

84. **(Currently Amended)** The computer program product of claim 83 further
comprising:

activation obtaining instructions to obtain an activation of a user interface object of the
user interface, wherein the activation is associated with a command; and
issuing instructions to issue the command to the communication channel, wherein
the issuing the command is performed via the channel driver that communicates
according to the media type; and
the computer readable **storage** medium further stores the issuing instructions.

85. **(Currently Amended)** The computer program product of claim 83 further
comprising:

agent determining instructions to determine an agent to be notified of the event;
and wherein
the notifying instructions comprise agent notifying instructions to provide the
notification to the agent via the user interface; and
the computer readable **storage** medium further stores the agent determining instructions.

86. (Previously Presented) The computer program product of claim 83 wherein the event corresponds to a work item; and the notifying instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

87. (**Currently Amended**) The computer program product of claim 83 further comprising:
connection instructions to establish a connection between the user interface and the communication channel;
and wherein
the notifying instructions use the connection to provide the notification; and the computer readable storage medium further stores the connection instructions.

88. (**Currently Amended**) A computer program product comprising:
issuing instructions configured to issue a command to a communication channel, wherein the issuing instructions are configured to cause a channel driver to issue the command,
the channel driver is configured to allow communication with the communication channel according to a media type of the communication channel[[.]] , and the media type of the communication channel is one of a plurality of media types;
and
a computer readable storage medium to store the issuing instructions.

89. (**Currently Amended**) The computer program product of claim 88 further comprising:
command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface, wherein the command determining instructions communicate independently of the media type by virtue of using the channel driver to issue the command; and the computer readable storage medium further stores the command determining instructions.

90. (**Currently Amended**) A computer program product comprising:

receiving instructions configured to receive an event from a communication channel,
 wherein
a channel driver comprises the receiving instructions,
 the event is received via ~~[[a]]~~ the channel driver,
 the channel driver is configured to communicate with the communication channel
 according to a media type of the communication channel, and
 the media type of the communication channel is one of a plurality of media types;
 accessing instructions configured to access a database to determine an event response to
 the receiving of the event, wherein
a communication server comprises the accessing instructions, and
the communication server is configured to operate independently of the
media type by virtue of being configured to receive the event from the
communications channel via the channel driver;
 event response performing instructions configured to perform the event response,
wherein
the communication server further comprises the event response performing
instructions, and
 the event response performing instructions are configured to operate
 independently of the media type of the communication channel by virtue
 of being configured to use the channel driver to communicate with the
 communication channel; and
 a computer readable storage medium to store the receiving instructions, the accessing
 instructions, and the event response performing instructions.

91. (Currently Amended) An apparatus comprising:

receiving means for receiving an event from the communication channel, wherein
 the receiving ~~[[of]]~~ means for receiving the event ~~is performed via~~ comprises a
 channel driver ~~[[that]]~~ , and
~~communicates~~ the receiving means for receiving the event is configured to
communicate according to a media type of the communication channel;
 and
 notifying means for providing a notification of the event via a user interface, wherein

a communication server comprises the notifying means,

the providing the notification is independent of the media type by virtue of being configured to **[[use]] communicate with the communications channel** **via** the channel driver ~~to communicate with the communication channel.~~

92. (Previously Presented) The apparatus of claim 91 further comprising:
activation obtaining means for obtaining an activation of a user interface object of the user interface, wherein the activation is associated with a command; and
issuing means for issuing the command to the communication channel, wherein the issuing the command communicates according to the media type.

93. (Previously Presented) The apparatus of claim 91 further comprising:
agent determining means for determining an agent to be notified of the event;
and wherein
the notifying means comprise agent notifying means for providing the notification to the agent via the user interface.

94. (Previously Presented) The apparatus of claim 91 wherein
the event corresponds to a work item; and
the notifying means comprise work item notifying means for providing a notification of the work item.

95. (Previously Presented) The apparatus of claim 91 further comprising:
connection means for establishing a connection between the user interface and the communication channel;
and wherein
the notifying means use the connection for providing the notification.

96. **(Currently Amended)** An apparatus comprising:
issuing means for issuing a command to the communication channel, wherein
the issuing **means for issuing** the command ~~is performed via~~ **comprises** a channel driver **[[that]] , and**

~~communicates~~ the issuing means for issuing the command is configured to communicate according to ~~[[the]]~~ a media type of the communications channel; and

command determining means for determining the command ~~upon receiving an activation of a user interface object of a user interface~~, wherein the command determining means is configured to determine the command upon receiving an activation of a user interface object of a user interface, and

the determining means is ~~performed~~ configured to determine the command independently of the media type by virtue of being configured to ~~[[use]]~~ issue the command to the communications channel via the channel driver ~~to issue the command~~.

97. (Currently Amended) An apparatus comprising:

event receiving means for receiving an event from a communication channel, wherein the event is received from the communication channel via the event receiving means,

the event receiving means is configured to communicate with the communication channel according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types;

accessing means for accessing a database to determine an event response to the receiving of the event, wherein

the accessing means operates independently of the media type of the communication channel by obtaining the event from the event receiving means, and

the media type of the communication channel is one of a plurality of media types; and

event response performing means for performing the event response, wherein

the event response performing means being is independent of the media type by virtue of the event response being determined by the accessing means ~~determining the event response~~.

98-103. (Cancelled)

104. (Previously Presented) The method of claim 44 further comprising:
issuing a command to the communication channel, wherein the issuing the command
communicates according to the media type.
105. (Previously Presented) The method of claim 104 further comprising:
determining the command upon receiving an activation of a user interface object of a user
interface, wherein the determining is performed independently of the media type.
106. (Previously Presented) The method of claim 37 further comprising:
accessing a database to determine an event response to the receiving of the event; and
performing the event response, the performing being independent of the media type.
107. **(Currently Amended)** The method of claim 42 wherein
the channel driver is configured to communicate with the communication channel
according to the media type of the communication channel by virtue of
being further configured to determine **[[a]] the** media type of ~~the media~~
~~types of~~ the communication channel.